

Workforce Success Specialist (Bilingual)

North America (Hybrid/Virtual)

This position is responsible for the day-to-day operations and support of our clients' pre-identified contractors on assignment through People2.0 Employer of Record services. This will include documentation receipt, accurate input, maintaining database integrity, ongoing contractor care management, inquiry resolution, and consistency across accounts. Coordination with multiple internal teams, communication regarding onboarding progress internally and externally. We strive to create an extraordinary experience for contractors and clients alike. The Specialist should be highly organized, detail oriented, and able to effectively manage high-volume onboarding.

Key Responsibilities

- Manage onboarding of new contractors by gathering and validating all relevant legal documentation and adhering to the client's requirements to include:
 - Verification of I-9 Form/E-Verify
 - Responding to communications
 - Issue resolution
 - Assisting with completing new hire paperwork
- Initiating, monitoring, and adjudicating all background check reports
- Managing contractor assignment details including time and expense entry in VMS systems
- Capturing and effectively recording appropriate data in various systems in a timely manner throughout the process
- Ensuring appropriate business teams are kept apprised of progress throughout process until onboarding is complete
- Proactively collaborate with internal teams, such as, Client Services, Payroll, Implementation and Compliance
- Track and report on missing documentation per client policies
- Create and maintain structured and organized records and process documentation for each client
- Contact contractors on a regular basis to maintain documentation and relationship
- Assist contractors with making updates to contractor information in appropriate systems
- Provide continued contractor care throughout their client engagement
- Assist and maintain communication about company policies and procedures to hiring managers throughout engagement
- Distribute reporting data on a regular schedule with attention to detail and ability to audit the information if needed as required by client
- Build relationships with employees to aid in long term employment satisfaction

Qualifications and Expertise:

- Bachelor's degree or equivalent combination of education and experience is preferred
- Bilingual in English and French (verbal and written)
- Excellent communication skills, both verbal and written
- Excellent listening skills
- Effectively collaborate in a team environment, as well as work well independently
- Expert customer service skills
- Attention to detail in document reviews as well as system input
- Good organization skills: able to manage multiple requests and stay organized
- Strong critical thinking and problem-solving skills



- MSP/VMS knowledge a plus
- Prior staffing/recruiting/HR experience is a plus
- Ability to set priorities and follow through on requests in a timely manner
- Experience with Canadian T4 employees a plus

Compensation, Location and Benefits:

- The hourly range is \$21.50 – \$24.00 USD, plus bonus potential*
- This position can be based anywhere in North America
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Flexible Work Program (work from home and hybrid options)
- Many more ancillary benefits

*Compensation may differ from the initial rate and can vary based on the candidate's location.

How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

About People2.0

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

To learn more, visit People20.com

People2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.